

# **ADULT SERVICES**

Outcomes 2002-2003

## **Mission of Adult Services:**

Promote independence and choice among senior and disabled adults through an array of social, in-home and community-based services designed to enhance dignity and protect rights.

## **Vision:**

All Catawba County elderly and disabled adults will have access to an integrated health and social service system encompassing the entire continuum of care from home and community based services to residential care. This will assure opportunities for choice and self-sufficiency as long as possible.

**Goal:** Provide elderly and disabled an opportunity to remain in their own homes. *Provided FY2001-2002 funding levels are in place and the CAP/DA freeze is lifted.*

## **Long Term Care**

Outcomes 2002-2003

## **Mission of Long Term Care:**

To assist individuals in reaching and/or maintaining their maximum level of independence through an efficient and effective health care system, coordinating in-home and facility based services and monitoring these services assuring appropriateness and quality.

## **Vision:**

Catawba County elderly and disabled citizens will live safely in an appropriate home environment as long as possible and will receive appropriate facility care as needed.

**Goal:** To enhance quality of life, maintain maximum level of functioning and deliver services at the lowest possible level on the continuum of care while still meeting client needs and allowing client choice.

**Outcome:** Enable 250 elderly and disabled citizens to remain in their own home by providing or purchasing in-home and community based services. *Provided FY2001-2002 funding levels are in place and the CAP/DA freeze is lifted.*

**Outcome:** Ensure that 85 eligible Catawba County Adult Care Home residents are properly served at the adult care home level of care through case management services which improve each individual's quality of life as determined by an assessment of their needs. *Provided FY2001-2002 funding levels are maintained.*

**Outcome:** To cause quality care to exist in adult care homes and adult day care/day health centers in Catawba county through regular monitoring (223 monitoring visits) of state rule compliance, provision of technical assistance/consultation and investigation of complaints.

**Outcome:** Realize 98% customer satisfaction rating determined by a random sample survey.

**Outcome:** Council on Aging will assure opportunities/facilities exist for approximately 2,300 well elderly to convene with resource information, programs and activities to enhance health, aging and well being. *Provided FY2001-2002 funding levels are maintained.*

**Outcome:** Enable 105 visually impaired and blind individuals to remain independent by providing education and accessing services from the Division of Services for the Blind.

### **In-Home Aide Services** Outcomes 2002-2003

#### **Mission of In-Home Aide Services:**

To assist elderly and disabled adults in reaching or maintaining their maximum level of independence in the home through provision of in-home aide services.

#### **Vision:**

All elderly and disabled adults have the option of remaining in their own homes with quality services.

**Goal:** Enable elderly and disabled individuals to maintain their maximum level of independence through purchase of/participation in community based services.

**Outcome:** Assure that a customer satisfaction rating of 98% is maintained by in-home aide contractors rendering services to Social Services customers during FY2002-2003.

**Outcome:** Meet all requirements for Accreditation Commission for Home Care, the N.C. Division of Facility Services, the Divisions of Social Services, Aging and Medical Assistance by routine monitoring of providers to ensure a 98% performance level.

### **Intake and Adult Protective Services** Outcomes 2002-2003

#### **Mission of Intake and Adult Protective Services:**

To protect disabled Catawba County adults from recurrence of abuse, neglect or exploitation through provision of services empowering them to achieve maximum independence.

#### **Vision:**

Catawba County citizens will live healthy, independent and productive lives, free from abuse, neglect and exploitation.

**Goal:** Keep frail elderly safe.

**Outcome:** Assure a customer satisfaction rating of 98% from random sample surveys administered during the year.

**Outcome:** Protect 100% of reported individuals (projection 200) accepted for assessment of abuse, neglect, or exploitation (projection 80) during FY 2002-2003.

- Outcome:** Evaluate 100% of accepted abuse or emergency neglect reports within eight hours of receiving report, (exceeding mandated time frame of 24 hours) – projection 30 during FY2002–2003.
- Outcome:** Evaluate 95% of accepted neglect and exploitation reports (projection 70) within 24 hours of receiving the report (exceeding state mandate of 72 hours).
- Outcome:** Outreach 70% of unaccepted APS referrals (projection 75) to assess situations which may place disabled adults at risk for abuse, neglect, or exploitation, and offer appropriate services/resources to reduce risk factors.
- Outcome:** Complete 100% of Adult Protective Services abuse/neglect evaluations within 30 days of initial home visit unless documentation is present for justification.
- Outcome:** Protect 150 incompetent adults by assuming guardianship and providing guardianship information and services in assisting others who need to obtain guardianship in the community.
- Outcome:** To protect the financial stability of disabled adults by providing protective payeeship information and/or services to 100 persons.
- Outcome:** Provide direction, information, or referral to 20,000 individuals through telephone requests and office visits.
- Outcome:** Prevent 1,800 citizens from becoming dependent on public assistance by providing short-term assistance (food, rent, utilities, shelter, and medical) to eligible citizens at the time of need. *Provided FY2001-2002 funding levels are maintained.*

### **Adult Assistance** Outcomes 2002-2003

#### **Mission of Adult Assistance:**

To assist eligible aged, disabled, and blind individuals with access to and cost of medical care.

#### **Vision:**

Catawba County adult population will live a healthy life and access quality medical care.

**Goal:** To cause eligible citizens to receive residential care and medical attention promptly and to be treated with respect in all interactions with staff.

- Outcome:** Realize a 98% customer satisfaction rating as measured by a monthly customer satisfaction survey.
- Outcome:** 97% of Medicaid applications (estimated 1,466 of 1,512) will be processed within 26 days for Medicaid to Aged (45 days standard).
- Outcome:** Cause 700 non-served but eligible adult citizens to receive Medicaid benefits by July 2003. A 5% increase. *Provided no policy changes are made to reduce eligible populations.*

## **Carolina ACCESS**

### Outcomes 2002-2003

#### **Mission of Carolina ACCESS:**

To provide access to medical attention for Medicaid customers.

#### **Vision:**

Medicaid customers have access to adequate, appropriate, and timely health care to meet preventive, as well as sick, medical needs.

**Goal:** To link Medicaid customers with a primary care provider who delivers and coordinates their health care needs and to avoid inappropriate use of Emergency Departments.

**Outcome:** Maintain participation in Carolina ACCESS at 100% of the eligible Medicaid population (approximately 9,100 individuals). *Provided no policy changes reduce eligible populations.*

**Outcome:** As the result of an outreach campaign, 75 individuals will become aware of the importance of routine preventive health care, as determined by the establishment of a medical record with their primary care provider.

**Outcome:** To maintain provider participation at 175 physicians and physician extenders serving Catawba County Medicaid customers, quarterly newsletters will be distributed, biannual training workshops will be offered in October and March, and monthly telephone contacts will be made to providers to discuss concerns and assure awareness of Medicaid changes. *Provided no policy changes reduce eligible populations or physician reimbursements.*

## **Transportation Services**

### Outcomes 2002-2003

#### **Mission of Transportation Services:**

To enable Catawba County citizens to have access to medical care by providing transportation services.

#### **Vision:**

Catawba County citizens will have access to medical care.

**Goal:** To provide transportation services to citizens of Catawba County in order for them to receive needed medical services.

**Outcome:** Arrange and/or provide access to medical services for 9,800 Catawba County citizens. *Provided funding remains at FY2001-2002 level.*

**Outcome:** Cause a 98% customer satisfaction rating for all customers transported by Social Services transportation aides by rendering prompt and courteous service.

## **Nutrition Unit**

### Outcomes 2002-2003

#### **Mission of Nutrition Unit:**

To enable seniors to remain at home and receive a nutritious meal or be active in their community within a congregate setting and receive a nutritious meal, education, socialization, and health and wellness programs to improve their quality of life.

#### **Vision:**

All Catawba County elderly citizens, 60 years of age and older, will have the opportunity to live independently within the community

**Goal:** To provide a nutritious meal, socialization, education, health and wellness programs to promote health and well-being of seniors.

**Outcome:** Maintain the nutritional status of 1,100 persons through delivery of congregate, home delivered, frozen meals, and nutritional supplements by 750 volunteers.  
*Provided funding remains at FY2001-2002 level.*

**Outcome:** 85% of the persons receiving nutritional services will experience reduced loneliness, isolation, and increased independence measured by an annual assessment.

**Outcome:** Promote healthier lifestyles among the nutrition participants through the provision of 864 health and wellness programs that result in 85% of participants reporting an improved sense of health and well being.

**Outcome:** Realize a 98% customer satisfaction rating from a random sample survey of all nutrition participants.

**Goal:** All seniors in Catawba County, 60 years of age and older, will become aware of opportunities to participate in the congregate or home delivered meal program.

**Outcome:** The outreach efforts to seniors 60 years of age and older will result in 50 new referrals to the congregate and the home delivered meal program.  
*Provided funding remains at FY2001-2002 level.*

## **Financial Data for Adult Services**

	<b>Fiscal Year 2001-2002</b>			
	Budget	Year Ending Projections	Projected Balance Under / (Over)	Projected % Spent/ Received
Expenditures	\$4,814,178	\$4,699,139	\$115,039	98%
Revenues	\$4,128,240	\$4,005,836	\$122,404	97%
<b>County Share</b>	<b>\$685,938</b>	<b>\$693,303</b>	<b>(\$7,365)</b>	<b>101%</b>

	<b>Fiscal Year 2002-2003 (Requested)</b>		
	Budget	Increase or (Decrease)	% Increase or (Decrease)
Expenditures	\$4,821,625	\$7,447	0%
Revenues	\$4,143,106	\$14,866	0%
<b>County Share</b>	<b>\$678,519</b>	<b>(\$7,419)</b>	<b>-1%</b>

### **Explanation of data:**

FY 2001-2002: Expenditures and revenues are in line with projections.

FY 2002-2003: Due to the State's freeze on the Community Alternative Program two positions were left unfunded. This reduction in expenditures exceeded the normal cost of living and performance adjustments, resulting in a net County Cost reduction.

## **General Assistance**

### Outcomes 2002-2003

#### **Mission of General Assistance:**

Prevent dependency on public assistance by providing short-term crisis assistance to the eligible needy.

#### **Vision:**

Citizens of Catawba County will have access to help during a crisis from a well-coordinated public/private effort.

**Goal:** Provide emergency assistance to eligible needy citizens (food, rent, utilities, shelter, and medical) during crisis situations and to do so at the time of need.

**Outcome:** Coordinate, cooperate and collaborate with Eastern Catawba County Cooperative Christian Ministries, Hickory Cooperative Christian Ministry, and Salvation Army in assuring no duplication of efforts occur with emergency assistance.

## **Financial Data for General Assistance**

	<b>Fiscal Year 2001-2002</b>			
	Budget	Year Ending Projections	Projected Balance Under / (Over)	Projected % Spent/ Received
Expenditures	\$203,800	\$264,850	(\$61,050)	130%
Revenues	\$95,000	\$160,000	(\$65,000)	168%
<b>County Share</b>	<b>\$108,800</b>	<b>\$104,850</b>	<b>\$3,950</b>	<b>96%</b>

	<b>Fiscal Year 2002-2003 (Requested)</b>		
	Budget	Increase or (Decrease)	% Increase or (Decrease)
Expenditures	\$218,800	\$15,000	7%
Revenues	\$110,000	\$15,000	16%
<b>County Share</b>	<b>\$108,800</b>	<b>\$0</b>	<b>0%</b>

### **Explanation of data:**

FY 2001-2002:           Expenditures and revenues are in line with projections.

FY 2002-2003:       No County Share increase due to nature of expenditures and offsetting revenues.